

Docket Number AUS920010918US1

POWER OF ATTORNEY: As a named inventor, I hereby appoint the following attorneys and/or agents to prosecute this application and transact all business in the Patent and Trademark Office connected therewith.

John W. Henderson, Jr., Reg. No. 26,907; James H. Barksdale, Jr., Reg. No. 24,091; Thomas E. Tyson, Reg. No. 28,543; Robert M. Carwell, Reg. No. 28,499; Jeffrey S. LaBaw, Reg. No. 31,633; Douglas H. Lefcvc, Reg. No. 26,193; Casimer K. Salys, Reg. No. 28,900; David A. Mims, Jr., Reg. No. 32,708; Mark E. McBurney, Reg. No. 33,114; Anthony V. England, Reg. No. 35,129; Volel Emile, Reg. No. 39,969; Leslie A. Van Leeuwen, Reg. No. 42,196; Christopher A. Hughes, Reg. No. 26,914; Stanley B. Green, Reg., No. 24,351; John E. Hoel, Reg. No. 26,279; Joseph C. Redmond, Jr., Reg. No. 18,753; and Marilyn S. Dawkins, Reg. No. 31,140, Cynthia S. Byrd, Reg. No. 39,365 and Paul D. Heydon, Reg. No. 46,769.

Send correspondence and direct all telephone calls to:

Paul D. Heydon
Patent Attorney
6102 Broadway, Suite B2
San Antonio, TX 78209
(210) 930-4300

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. 1001 and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

FULL NAME OF SOLE OR FIRST INVENTOR: **Carl Phillip Gusler**

INVENTOR'S SIGNATURE: Carl Phillip Gusler DATE: December 2, 2001

RESIDENCE: 10702 Sans Souci Place, Austin, Texas 78759

CITIZENSHIP: U.S.

POST OFFICE ADDRESS: 10702 Sans Souci Place, Austin, Texas 78759

FULL NAME OF SECOND INVENTOR: **Rick Allen Hamilton, II**

INVENTOR'S SIGNATURE: _____ DATE: _____

RESIDENCE: 1532 Dairy Road, Charlottesville, Virginia 22903

CITIZENSHIP: U.S.

POST OFFICE ADDRESS: 1532 Dairy Road, Charlottesville, Virginia 22903

Docket Number AUS920010918US1

FULL NAME OF THIRD INVENTOR: **Timothy Moffett Waters**

INVENTOR'S SIGNATURE: _____ DATE: _____

RESIDENCE: 9771 Hoke Brady Road, Richmond, Virginia 23231

CITIZENSHIP: U.S.

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CITIZENSHIP: U.S.

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FULL NAME OF SECOND INVENTOR: **Rick Allen Hamilton, II**

INVENTOR'S SIGNATURE: *Rick Allen Hamilton* DATE: *Nov 30th, 2001*

RESIDENCE: 1532 Dairy Road, Charlottesville, Virginia 22903

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FULL NAME OF THIRD INVENTOR: **Timothy Moffett Waters**

INVENTOR'S SIGNATURE: _____ DATE: _____

RESIDENCE: 9771 Hoke Brady Road, Richmond, Virginia 23231

CITIZENSHIP: U.S.

POST OFFICE ADDRESS: 9771 Hoke Brady Road, Richmond, Virginia 23231

TO: 15128231036

DECLARATION AND POWER OF ATTORNEY FOR PATENT APPLICATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated below next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled

Employing Speech Recognition and Capturing Customer Speech to Improve Customer Service

the specification of which (check one)

 X is attached hereto.

 was filed on
as Application Serial No.
and was amended on
(if applicable)

I hereby state that I have reviewed and understand the contents of the above identified specification, including the claims, as amended by any amendment referred to above.

I acknowledge the duty to disclose information which is material to patentability as defined in 37 CFR 1.56, including for continuation-in-part applications, material information which became available between the filing date of the prior application and the national or PCT international filing date of the continuation-in-part application.

I hereby claim foreign priority benefits under 35 U.S.C. 119(a)-(d) or (f), or 365(b) of any foreign applications(s) for patent, inventor's or plant breeder's rights certificate(s), or 365(a) of any PCT international application which designated at least one country other than the United States of America, listed below and have also identified below, any foreign application for patent inventor's or plant breeder's rights certificate(s) or any PCT international application having a filing date before that of the application on which priority is claimed.

Prior Foreign Application(s):

Priority Claimed

<u> </u>	<u> </u>	<u> </u>	<u> </u> Yes <u> </u> No
(Number)	(Country)	(MM/DD/YYYY)	

Certified Copy Attached? Yes No

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INVENTOR'S SIGNATURE: _____ DATE: _____

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CITIZENSHIP: U.S.

POST OFFICE ADDRESS: 1532 Dairy Road, Charlottesville, Virginia 22903

FULL NAME OF THIRD INVENTOR: **Timothy Moffett Waters**

INVENTOR'S SIGNATURE: 

DATE: 12/5/2001

RESIDENCE: 9771 Hoke Brady Road, Richmond, Virginia 23231

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